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10/015,290	12/17/2001	Carl Phillip Gusler	AUS920010918US1	5651

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IBM CORPORATION
INTELLECTUAL PROPERTY LAW
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EXAMINER

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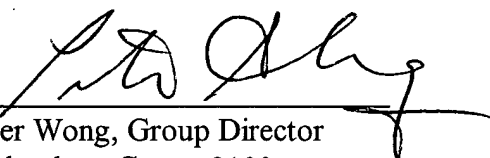
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In re U.S. Patent of: Carl P. Gussler et al.)
Application No. 10/015,290)
Filed: December 17, 2001)
U.S. Patent No. 6,915,246)
Issued: July 5, 2005)

**NOTIFICATION OF PRIOR
ART CITATION UNDER 37
C.F.R. § 1.501**

Receipt of a citation of prior art filed under 37 C.F.R. § 1.501 by the patent owner on September 6, 2005, in the above-identified patent, entitled "EMPLOYING SPEECH RECOGNITION AND CAPTURING CUSTOMER SPEECH TO IMPROVE CUSTOMER SERVICE" is hereby acknowledged.


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